

Application Number 10/672,136
Responsive to Office Action mailed 2/17/2005

AMENDMENTS TO THE CLAIMS

This listing of claims will replace all prior versions, and listings, of claims in the application.

Listing of Claims:

Claims 1-48 (Canceled).

Claim 49 (Currently Amended): A system comprising:

an online dispute resolution system electronically coupled to an electronic marketplace that provides a web-based community having for buyers and sellers of goods and services, wherein the online dispute resolution system electronically receives transaction data from the electronic marketplace that describes transactions within the electronic marketplace, and wherein the dispute resolution system utilizes the transaction data in accordance with a dispute resolution process to assist the buyers and sellers in resolving disputes relating to the transactions.

Claim 50 (Previously Presented): The system of claim 49, wherein the online dispute resolution system electronically receives communications from the buyers and sellers of the electronic marketplace to initiate filing of disputes with the online dispute resolution systems for transactions within the electronic marketplace.

Claim 51 (Previously Presented): The system of claim 49, wherein the online dispute resolution system electronically receives requests from the sellers of the marketplace and automatically initiates enrollment of the sellers within the dispute resolution system.

Application Number 10/672,136
Responsive to Office Action mailed 2/17/2005

Claim 52 (Currently Amended): The system of claim 49,
wherein the online dispute resolution system comprises a membership profile database
that maintains status information for the sellers and buyers of the marketplace that are members
of the online dispute resolution system, and
wher cin the online dispute resolution system electronically communicates the status
information to a database of the electronic marketplace.

Claim 53 (Currently Amended): The system of claim 49, wherein the online dispute
resolution system further comprises a server to service requests from the electronic marketplace
and to exchange data between the online dispute resolution system and the electronic
marketplace.

Claim 54 (Previously Presented): The system of claim 49, wher cin the online dispute
resolution system comprises a data manager software application to automatically communicate
data between a database of the online dispute resolution system and a database of the electronic
marketplace.

Claim 55 (Currently Amended): The system of claim 49, wherein the online dispute
resolution system electronically communicates rating data to a database of the electronic
marketplace that relates to participation of the buyers and sellers of the marketplace within the
online dispute resolution process.

Claim 56 (Previously Presented): The system of claim 55, wherein the online dispute
resolution system maintains the rating data based on compliance of the buyers and sellers to final
decisions made in the resolution of the disputes.

Application Number 10/672,136
Responsive to Office Action mailed 2/17/2005

Claim 57 (Previously Presented): The system of claim 49, wherein the electronic marketplace presents a web-based interface having embedded uniform resource locators that are associated with the dispute resolution system that enable the users of the electronic marketplace to automatically access the dispute resolution system from the electronic marketplace and automatically initiate the filing of disputes relating to the transactions.

Claim 58 (Currently Amended): A method comprising:

providing an online dispute resolution system electronically coupled to an electronic marketplace that provides a website by which users buy and sell items;

electronically receiving with the online dispute resolution system transaction data from the electronic marketplace that describes transactions within the electronic marketplace; and

utilizing the transaction data in accordance with a dispute resolution process to assist the users in resolving disputes relating to the transactions within the electronic marketplace.

Claim 59 (Previously Presented): The method of claim 58, further comprising:

electronically receiving with the online dispute resolution system communications from the users of the electronic marketplace to initiate filing of disputes; and

initiating the online dispute resolution process in response to the communications.

Claim 60 (Previously Presented): The method of claim 58, further comprising:

electronically receiving with the online dispute resolution system enrollment requests from the sellers of the marketplace; and

automatically initiating enrollment of the sellers within the dispute resolution system in response to the requests.

Application Number 10/672,136
Responsive to Office Action mailed 2/17/2005

Claim 61 (Previously Presented): The method of claim 58, further comprising:
electronically communicating data that relates to the online dispute resolution process to the electronic marketplace, and
updating the electronic marketplace based on the data received from the dispute resolution system.

Claim 62 (Currently Amended): The method of claim 61, wherein updating the electronic marketplace comprises:

displaying in the electronic marketplace visual indicia associated with users of the electronic marketplace that participate in the dispute resolution system within the website; and
automatically controlling the appearance of the visual indicia as a function of data received from the dispute resolution system for the users.

Claim 63 (Previously Presented): The method of claim 58, further comprising embedding uniform resource locators associated with the dispute resolution system within a hypertext markup language application for the website of the electronic marketplace to enable the users of the electronic marketplace to automatically access the dispute resolution system from the electronic marketplace and file disputes.

Claim 64 (Previously Presented): The system of claim 49, wherein the online dispute resolution system receives an electronic query from the marketplace and provides a status of a marketplace member of the marketplace in response to the query.

Claim 65 (Currently Amended): The ~~system~~ method of claim ~~58~~ 49, further comprising:
receiving with the online dispute resolution system an electronic query from a server of the electronic marketplace; and
electronically providing a status associated with one of the users to the server in response to the query.

Application Number 10/672,136
Responsive to Office Action mailed 2/17/2005

Claim 66 (New): A system comprising:

an online dispute resolution system electronically coupled to an electronic marketplace for buyers and sellers of goods and services; and
a software application to automatically communicate transaction data from a database of the electronic marketplace to a database of the online dispute resolution system, wherein the transaction data describes transactions within the electronic marketplace, and wherein the dispute resolution system utilizes the transaction data in accordance with a dispute resolution process to assist the buyers and sellers in resolving disputes relating to the transactions.

Claim 67 (New): A method comprising:

providing an online dispute resolution system electronically coupled to an electronic marketplace that provides a website by which users buy and sell items; automatically communicating transaction data stored within a database of the electronic marketplace to a database of the online dispute resolution system; and utilizing the transaction data in accordance with a dispute resolution process to assist the users in resolving disputes relating to the transactions within the electronic marketplace.

Claim 68 (New): A method comprising:

storing transaction data in an electronic marketplace, wherein the transaction data describe transactions within the electronic marketplace; receiving case information with an online dispute resolution system, wherein the case information describes a dispute related to one of the transactions of the electronic marketplace; automatically communicating the transaction data from the electronic marketplace to the online dispute resolution system without manual intervention; and executing a dispute resolution process with the online dispute resolution system that utilizes the transaction data from the electronic marketplace and the dispute information from the parties to assist the users in resolving the dispute.

Application Number 10/672,136
Responsive to Office Action mailed 2/17/2005

Claim 69 (New): A method comprising:

storing transaction data in a database of a electronic marketplace, wherein the transaction data describe transactions within the electronic marketplace;

receiving case information with an online dispute resolution system from one or more parties, wherein the case information describes a dispute related to one of the transactions of the electronic marketplace; and

executing a dispute resolution process with the online dispute resolution system that utilizes the transaction data from the database of the electronic marketplace and the dispute information from the parties to assist the parties in resolving the dispute.

Claim 70 (New): A system comprising:

an online dispute resolution system that presents an interface for receiving case information from one or more parties, wherein the case information describes a dispute related to one of the transactions of the electronic marketplace; and

an electronic marketplace system that includes:

a database that stores transaction data that describe transactions, and

a software object that communicates the transaction data from the database to the online dispute resolution system,

wherein the online dispute resolution system executes a dispute resolution process that utilizes the transaction data and the dispute information to assist the parties in resolving the dispute.

Application Number 10/672,136
Responsive to Office Action mailed 2/17/2005

Claim 71 (New): A system comprising:

an online dispute resolution system having a database of case information for a dispute;

and

an electronic marketplace system that includes:

a database that stores transaction data that describe transactions for buyers and sellers,

a software object executing within the electronic marketplace system that automatically communicates the transaction data from the database to the online dispute resolution system without manual intervention, and

a software object executing within the electronic marketplace system that queries the database of the online dispute resolution system for status for at least one user of the electronic marketplace system.

Claim 72 (New): A system comprising:

a server that provides an electronic marketplace system;

a plurality of client computers by which buyers and sellers interact with the electronic marketplace system; and

an online dispute resolution system that communicates with a database of the electronic marketplace system.